

## Purchasing and Payment Method - Internal Service Requests (ISRs)

Internal Service providers include University-owned service providers (e.g., Publications Production), as well as contracted suppliers located on campus (e.g., Dining Services/Aramark). Internal service providers can bill departments directly through SAP.

Procedure:

1. Contact the provider to obtain pricing and delivery information for the specific goods or services to be provided.
2. Create an Internal Service Request with the above and any special instructions included.
3. After the delivery of goods or services, service provider will charge the requesting department directly via BUworks Central.

Internal Service Provider List:

<http://www.bu.edu/sourcing/files/2011/09/Internal-Service-Provider-List.pdf>

The screenshot displays the BUworks Central interface for creating an Internal Service Request. The page is titled "Provider Information" and contains several sections:

- Provider Information:** Includes fields for "Provider" (a dropdown menu), "Requester Contact Detail", "Phone Extension", "PI/Requester Detail", "PI/Requester Email", and "ISR Request No".
- Delivery Information:** Includes fields for "Requested Delivery Date", "Deliver To Building", "Rm #", and "For Attention".
- Note Pad:** A text area for entering a description, with a "Reset Note" button below it.
- Charge Distribution:** A table with columns "CostObject", "Distribution", and "Object Text". The table currently shows four rows with "0.0" in the "Distribution" column. A "Clear Distribution" button is located below the table.
- Requested Items:** A table with columns "Line Item No", "Short Text", "Order Unit", "Net Price", "Total Amount", "CostObject", "Cost Object D...", "Change Date", "Changed By", and "Qty". The table shows one row with "00001" in the "Line Item No" column and "0.00" in the "Net Price" and "Total Amount" columns.

## Creating an ISR:

Fill in all the requested information. If for example, you are requesting a catering ISR use line 1 and include the event name and date under short text. Fill in the order unit, net price, cost object and quantity. Specific to Catering put the event # in the notepad. Attach a quote if you have one. Validate data entries and then submit your ISR. If there are any errors with the ISR, the submit button will be grayed out. After submitting your ISR, you will get a 10 digit ISR number.

To view your ISR at a later time go to ISR Request Display under Detailed Navigation and put in your ISR #.

The screenshot shows the BUworks Central web application interface. The browser address bar displays <https://pp0.bu.edu/>. The page title is "ISR Request - Create - BUworks Central". The navigation menu includes: Home, Employee Self-Service, Finance, ACCT XWalk, Reporting, Worklist, WebGUI, and Procurement. The current page is "Internal Service Request" with sub-tabs for Overview, Personalization, and Terrier Temps. The "Detailed Navigation" sidebar lists: ISR Request - Create, ISR Request - Display, and Facilities Service Request. The main content area features a large table with 10 columns and 10 rows. Below the table is the "Attachments" section, which includes a "File Name" column, a "Select File" input field with a "Browse..." button, and buttons for "Attach File", "Delete File", and "Clear/Reset". At the bottom of the form are buttons for "Reset All", "Validate Data Entries", "Submit", and "Exit". The Windows taskbar at the bottom shows the system clock as 2:28 PM on 7/21/2014.